

**RETURN BIDS TO:****RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des soumissions -
TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise
indicated, all other terms and conditions of the Solicitation
remain the same.

Ce document est par la présente révisé; sauf indication contraire,
les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires**Vendor/Firm Name and Address**

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Communication Procurement Directorate/Direction de
l'approvisionnement en communication
360 Albert St./ 360, rue Albert
12th Floor / 12ième étage
Ottawa
Ontario
K1A 0S5

Title - Sujet POR Quantitative / ROP Quantitative	
Solicitation No. - N° de l'invitation EP082-212778/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client EP082-21-2778	Date 2021-04-26
GETS Reference No. - N° de référence de SEAG PW-\$\$CY-021-79869	
File No. - N° de dossier cy021.EP082-212778	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2021-05-04 Heure Avancée de l'Est HAE	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Amaral, Paola	Buyer Id - Id de l'acheteur cy021
Telephone No. - N° de téléphone (613) 998-8588 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

AMENDMENT 002

The purpose of this amendment is to answer questions pertaining to this solicitation.

Questions and Answers:

QUESTION 2:

We have a question regarding the corporate-project experience requirements. We have to present at least 1 project (in VI p. 43-44) with ii "live agents" and iv "optimized for mobile". So this project has to be with a mixed mode collection (telephone and web). The project also needs vi to have "collecting and verifying email information".

Generally, with a mixed mode survey, after sending email invitations (and reminders), we then call those who did not answer the web survey. It is possible to ask them at that point to adjust their email address, but normally when a respondent is available and on the phone we conduct the telephone survey with them. They rarely, at that point, ask for another email at their new email.

Therefore, with a mixed mode survey, collecting and verifying email information is rarely a requirement.

Considering that, finding a project with all requirements (i to ix) is difficult, even if those tasks are done separately often on multiple projects.

Our question is, do we have to present 1 project with all requirements (i to ix) or is it possible to present a project without (vi) collecting and verifying bounced back email.

RESPONSE 2:

Bidders are required to submit at least one (1) to a maximum of three (3) projects. Between all the sample projects submitted, each criteria in M2 b) must be met. Note that all the criteria do not need to be met by the same sample project.

For example:

Submission Ex #1 – Three project examples provided:

Criteria	Project 1	Project 2	Project 3
M2 (a)i (all projects must meet)	Met	Met	Met
M2 (a)ii (all projects must meet)	Met	Met	Met
M2 (b)i	Met	Met	Not met
M2 (b)ii	Not met	Met	Not met
M2 (b)iii	Not met	Not met	Met
M2 (b)iv	Met	Met	Met
M2 (b)v	Not met	Met	Met
M2 (b)vi	Met	Not met	Not met
M2 (b)vii	Met	Not met	Not met
M2 (b)viii	Not met	Met	Not met

M2 (b)ix	Not met	Not met	Met
----------	---------	---------	-----

Submission Ex #2 – Two project examples provided:

Criteria	Project 1	Project 2
M2 (a)i (all projects must meet)	Met	Met
M2 (a)ii (all projects must meet)	Met	Met
M2 (b)i	Met	Met
M2 (b)ii	Not met	Met
M2 (b)iii	Not met	Met
M2 (b)iv	Met	Not met
M2 (b)v	Not met	Met
M2 (b)vi	Met	Not met
M2 (b)vii	Met	Not met
M2 (b)viii	Not met	Met
M2 (b)ix	Met	Not met

Submission Ex #2 – One project example provided:

Criteria	Project 1
M2 (a)i (all projects must meet)	Met
M2 (a)ii (all projects must meet)	Met
M2 (b)i	Met
M2 (b)ii	Met
M2 (b)iii	Met
M2 (b)iv	Met
M2 (b)v	Met
M2 (b)vi	Met
M2 (b)vii	Met
M2 (b)viii	Met
M2 (b)ix	Met

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.